

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 3285

**TITLE:** TEAM OPERATIONS MANAGER

**GRADE:** S-28

**DEFINITION:**

Under the direction of the Social Work Team Operations Administrator, to oversee the operation of a field office in the Department of Social Services providing the full range of social services; and to do related work as required.

**TYPICAL TASKS:**

Manages one of the Department of Social Services' field offices;  
Directs the activities of the office's clerical and support staff;  
Ensures that case service teams assigned make optimal use of agency staff and resources;  
Facilitates the exchange of information about available resources among team members;  
Ensures that case management staff have access to all information relevant to their cases, including referrals and purchased services;  
Facilitates the smooth coordination of services among functional disciplines (Family and Child Services, Prevention Services, Benefit Program Services, Adult and Aging Services, Crisis Management Services, Employment and Training Services, and Court Supervised Care);  
Works with the Social Work Program Managers to resolve problems which cross disciplinary lines;  
Monitors the timeliness and quality of services rendered to clients by contractors, and monitors the outcomes of cases contracted out;  
Ensures the quality of the internal service delivery system;  
Reviews case work and identifies areas where preventative interventions may be appropriate;  
Monitors the quality and timeliness of case work documentation and follow-up;  
Participates in agency planning activities to ensure that staff have adequate resources to provide for client needs; analyzes caseload data, prepares reports, and makes recommendations for service delivery.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Extensive knowledge of the principles and practices of casework supervision;  
Thorough knowledge of the principles, methods, and problems of organization and management;  
Thorough knowledge of the regulations and guidelines relating to social services, and the ability to accurately apply and interpret them;  
Ability to effectively administer agency-wide policies and procedures;  
Ability to communicate clearly and concisely, both orally and in writing;  
Ability to establish and maintain effective good working relationships with a variety of individuals in public sector and private sector organizations.

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**EMPLOYMENT STANDARDS:**

Any combination of education and experience equivalent to graduation from an accredited four-year college or university with a bachelor's degree in public administration, social work, or a related field; plus five years of professional experience in social services or human services. A master's degree in an appropriate field may be substituted for one year of the required experience.

ESTABLISHED: March 6, 1989

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